

# CenCal Health Drug Formulary & Medical Request Form (MRF)

## Quick Reference Guide

CenCal Health is contracted with MedImpact Healthcare Systems, a Pharmacy Benefit Manager (PBM), to assist in the administration of our pharmacy benefit. MedImpact provides pharmacy claim adjudication, pharmacy network management, customer service, and prior authorization services.

Below are FAQs and the corresponding answer regarding CenCal Health's Pharmacy Benefit.

Frequently asked questions	Answer
<p><b>What is CenCal Health's Formulary and where can I find it?</b></p>	<p>CenCal Health's Formulary is a list of covered outpatient drugs for our CenCal Health members. The brand names shown in the formulary print/web searchable are non-formulary when an equivalent generic is approved by the FDA. Selected OTC (Over The Counter) items are covered under CenCal Health and require a valid written prescription.</p> <p>CenCal Health's Formulary (PDF and web searchable format) is available on CenCal Health's website.</p> <p style="text-align: center;"><a href="https://www.cencalhealth.org/providers/pharmacy/formulary/">https://www.cencalhealth.org/providers/pharmacy/formulary/</a></p>
<p><b>What is a Medical Request Form (MRF) &amp; where can I obtain a form to complete?</b></p>	<p>A MRF is CenCal Health's prior authorization form for <b>outpatient</b> prescription drugs fulfilled at a <u>retail pharmacy, specialty pharmacy, or CenCal Health's contracted Home Infusion Network.</u></p> <p>Prescriptions for the following require a MRF:</p> <ul style="list-style-type: none"> <li>• Formulary, PA-Required medications</li> <li>• Non-Formulary medications</li> <li>• Brand name drugs, when an equivalent generic is available except for those drugs listed as exemptions</li> <li>• Drugs not meeting the Code 1 restriction or Step Therapy criteria</li> <li>• Drugs exceeding the member age, dosing limits, quantity or duration of treatment dispensing limits</li> </ul> <p>All CenCal Health Pharmacy Forms, including a MRF form can be found at CenCal Health's Pharmacy Webpage or on the CenCal Health Provider Portal under Pharmacy Forms.</p> <p style="text-align: center;"><a href="https://www.cencalhealth.org/providers/pharmacy/forms-downloads-fax/">https://www.cencalhealth.org/providers/pharmacy/forms-downloads-fax/</a></p>

<p><b>Who completes a MRF and what should be including in the MRF submission?</b></p>	<p>A MRF is completed by the prescribing provider/provider's office.</p> <p>To ensure timely review of the MRF request, the MR submission should include all supporting documentation including, but not limited to: chart notes documenting medical necessity and tried/failed formulary alternatives.</p>
<p><b>What is the MRF Completion and Submission Process:</b></p> <ol style="list-style-type: none"> <li><b>Member Information</b></li> <li><b>Prescribing Provider Information</b></li> <li><b>Requested Medication Information: Include the drug name/strength, dosing schedule, diagnosis, and estimated length of drug therapy</b></li> <li><b>In the submission include the MRF form and any supporting documentation</b></li> <li><b>Once complete, the MRF is faxed to the number on the form.</b></li> </ol>	<div data-bbox="824 464 1258 1102" data-label="Form"> </div> <p>The MRF form is a PDF fillable form, once this form is completed may be printed and faxed to MedImpact. Complete MRF's can be faxed to (805) 685-7781.</p>
<p><b>How do I check status on a MRF request that was submitted?</b></p>	<p>Please allow 24-hours for initial review of the submitted MRF. If you have not received notification requesting additional information, an approval, or denial letter, a status update can be requested from MedImpact at: 800-788-2949</p>
<p><b>In addition to the MRF form, are there any other pharmacy/drug prior authorization forms?</b></p>	<p>There are currently 2 drug/disease state specific MRF forms that must be completed for prior authorization consideration?</p> <ol style="list-style-type: none"> <li><b>Hepatitis C MRF</b> – this specific form is required for any Hepatitis C request</li> <li><b>Synagis MRF</b> – Throughout RSV season, this specific form is required for any Synagis request</li> </ol> <p>The completion and submission of these specific forms are the same as the MRF form above. These forms can also be found on the Provider Portal or CenCal Health's website Pharmacy Page.</p>

	<p><a href="https://www.cencalhealth.org/providers/pharmacy/forms-downloads-fax/">https://www.cencalhealth.org/providers/pharmacy/forms-downloads-fax/</a></p>
<p><b>Who is CenCal Health’s Specialty Pharmacy Provider?</b></p>	<p>CenCal Health provides comprehensive specialty pharmacy services through our exclusive relationship with <b>Optum Specialty Pharmacy</b>. This exclusive relationship allows CenCal Health members to receive patient education and management of patient adherence to therapy by Optum. All Specialty medications require a MRF.</p> <p>Optum Pharmacy’s contact information and a complete list of Specialty medications that must be fulfilled thru Optum Specialty Pharmacy is available on the CenCal Health website.</p> <p><a href="https://www.cencalhealth.org/providers/pharmacy/specialty-pharmacy/">https://www.cencalhealth.org/providers/pharmacy/specialty-pharmacy/</a></p>
<p><b>What if I am a provider/facility that prefers to “buy and bill” Specialty medications instead of utilizing CenCal Health’s Outpatient Pharmacy Benefit (Diplomat Pharmacy)?</b></p>	<p><u>CenCal Health’s MRF form is only for prescriptions that fulfilled thru an outpatient retail pharmacy, Optum Specialty Pharmacy, or a contracted Home Infusion provider.</u></p> <p>Any request for a medication via CPT-Code (ie J-Code) to be administered at a provider’s office or infusion/hospital facility must be submitted as a medical authorization request (treatment authorization request –TAR) through the Provider Portal.</p> <p>To identify if the CPT-Code requires a TAR please visit:</p> <p><a href="https://procedureauth.cencalhealth.org/">https://procedureauth.cencalhealth.org/</a></p>

For additional questions, the Pharmacy Department can be reached at: 805-562-1080